AMENDMENTS TO THE CLAIMS

1.   (Currently Amended) An appointment setting system for assigning a service order to a network resource, comprising:

an appointment negotiator operative to

receive a service order from a customer; and

deliver an appointment confirmation and an appointment rejection to the customer;

a dispatch database operative to maintain a dispatch database record of appointments previously assigned to a network resource; and

an appointment control system operative to

receive the service order from the appointment negotiator;

determine whether the network resource can fulfill the service order; and

assign [[an]] a scheduled appointment associated with the service order to the network resource and send an appointment confirmation to the appointment negotiator, in response to a determination that the network resource can fulfill the service order;

determine whether a change has occurred to the dispatch database record associated with the network resource;

determine whether the change affects the appointment associated with the service order, in response to a determination that a change to the dispatch database record associated with the network resource has occurred; and

automatically reassign the appointment associated with the service order to another network resource in order to fulfill the scheduled appointment, in response to a determination that the change to the dispatch record associated with the network resource affects the appointment associated with the service order.

2.   (Original) The appointment setting system of Claim 1, wherein the appointment control system is a computer-implemented system that is electronically accessible by the appointment negotiator.

3.   (Original) The appointment setting system of Claim 1, wherein the dispatch database record is an electronic record comprising a network resource schedule.

4.   (Original) The appointment setting system of Claim 1, wherein the dispatch database record is an electronic record comprising a set of tasks to which the network resource can be assigned.

5.   (Original) The appointment setting system of Claim 1, wherein the dispatch database further comprises appointments assigned to another network resource.

6.   (Previously Presented) The appointment setting system of Claim 1, wherein the appointment control system is further operative to deliver the appointment rejection to the appointment negotiator, in response to a determination that the network resource cannot fulfill the service order.

7.   Canceled

8.   (Previously Presented) The appointment setting system of Claim 1, wherein the appointment control system is further operative to automatically transmit the appointment rejection to the appointment negotiator, in response to a determination that the change in response to a determination that the change affects the appointment confirmation.

9.   Canceled

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10.   (Original) The appointment setting system of Claim 1, wherein the appointment control system is further operative to receive the service order from a third party through a third party gateway.

11.   (Currently Amended) A method for setting an appointment, the method comprising:

receiving a service order from an appointment negotiator;

determining whether a network resource can fulfill the service order;

sending an appointment rejection to the appointment negotiator, in response to a determination that the network resource cannot fulfill the service order;

sending an appointment confirmation to the appointment negotiator and assigning an appointment associated with the service order to the network resource for completion on a scheduled date, in response to a determination that the network resource can fulfill the service order; [[and]]

updating a dispatch database to reflect a reduction in a capacity value associated with the network resource, in response to sending the appointment confirmation;

determining whether availability of the network resource has changed;

if the availability of the network resource has changed, then determining whether the change affects the appointment associated with the service order; and

if the change in the availability of the network resource affects the appointment associated with the service order, then automatically reassigning the appointment to another network resource to fulfill completion of the appointment on the scheduled date.

12.   (Original) The method of Claim 11, wherein the service order comprises an appointment time, an appointment location, and a service task.

13.   (Previously Presented) The method of Claim 11, wherein determining whether a network resource can fulfill the service order comprises accessing the dispatch

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database to determine whether the network resource is qualified to perform the service task.

14.   (Previously Presented) The method of Claim 11, wherein determining whether a network resource can fulfill the service order comprises accessing the dispatch database to determine whether the network resource can be near the appointment location approximately at the appointment time.

15.   (Previously Presented) The method of Claim 11, wherein determining whether a network resource can fulfill the service order comprises accessing the dispatch database to determine whether the network resource is committed to another service order at the appointment time.

16.   (Previously Presented) The method of Claim 11, wherein updating a dispatch database to reflect a reduction in a capacity value associated with the network resource comprises modifying a dispatch database record to indicate a commitment of the network resource to perform the service task at the appointment time and at the appointment location.

17.   (Previously Presented) The method of Claim 11, wherein determining whether a network resource can fulfill the service order includes checking a dispatch database record associated with the network resource.

18.   Canceled

19.   Canceled

20.   (Previously Presented) The method of Claim 11, further comprising delivering the appointment rejection to the appointment negotiator, in response to a determination that the change affects the appointment associated with the service order.

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21.   (Original) The method of Claim 11, further comprising receiving the service order from a third party, via a third party gateway.

22.   (Currently Amended) A method for setting an appointment, the method comprising:

receiving a service order from an appointment negotiator;

determining whether a network resource can fulfill the service order, by checking a dispatch database record associated with the network resource;

sending an appointment rejection to the appointment negotiator, in response to a determination that the network resource cannot fulfill the service order;

sending an appointment confirmation to the appointment negotiator, in response to a determination that the network resource can fulfill the service order;

assigning the appointment to the network resource, wherein the appointment is scheduled for the network resource;

updating the dispatch database record to reflect the assignment of the appointment to the network resource, in response to sending the appointment confirmation;

determining whether a change has occurred to the dispatch database record;

determining whether the change affects the appointment, in response to a determination that the change has occurred to the dispatch database record; and

automatically reassigning the appointment to another network resource to fulfill the scheduled appointment of the network resource, in response to a determination that the change affects the appointment.

23.   (New) The appointment setting system of Claim 1, wherein if the appointment cannot be reassigned, rescheduling the service order.

24.   (New) The method of Claim 11, wherein if the appointment cannot be reassigned, rescheduling the service order.